

In the Fall 2012 the Board has implemented new Licensing systems created by System Automation corporation. Below is a list of a few frequently asked questions since the system went online.

FAQ's

1. The online renewal system will not let me login or accept my password.

You must register again with the new system. Some of the required info to register includes at least 2 of the following: Last Name, License Number, Date of Birth, and Social Security Number.

2. How can I change my address or demographic information?

Currently you can only change your address in the new online system during your renewal period. By the end of February we will be making changes so that this can be done at any time. Until then, if you wish to update your demographic information outside of your renewal period, you must submit a change of address form which can be found on the Board of Pharmacy's website.

(<http://dhmh.maryland.gov/pharmacy>)

3. I could not find my employer information when renewing.

If unable to locate employer at time of renewal email us at dlbdpharmmissupport_dhmh@maryland.gov so we can add your employer to our database. Then you will be able to return to the renewal process to select it. You may also fax the information to us (410-358-6207)

4. I am retired or unemployed, what employer information should I put in?

If you are retired or unemployed but still wish to continue renewing your license you should use "unemployed" for the Employer box, "unknown" in the CITY box, and n/a for the STATE.

5. Visa and Master credit cards are the only cards accepted for fee payment. American Express and Discover cards are currently not accepted.